

## ENGLISH FOR EFFECTIVE NEGOTIATIONS

22 JULY TO 02 AUGUST 2024

Sponsored by the

**MINISTRY OF FOREIGN AFFAIRS, SINGAPORE**

under the framework of the

**INITIATIVE FOR ASEAN INTEGRATION**

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### Initiative for ASEAN Integration

The Initiative for ASEAN Integration (IAI) was launched by then Singapore Prime Minister (PM) Goh Chok Tong at the 4<sup>th</sup> ASEAN Informal Summit in 2000 to narrow the development gap between ASEAN-6 and Cambodia, Lao PDR, Myanmar and Viet Nam and to support ASEAN integration and community building. To date, Singapore has made four pledges totalling S\$170 million to the IAI.

A key IAI project by Singapore was the establishment of training centres in Phnom Penh, Vientiane, Yangon and Hanoi, which have been upgraded to the Singapore Cooperation Centres. More than 49,000 CLMV government officials have attended our training courses at these centres covering diverse areas outlined in the four IAI Work Plans. The latest IAI Work Plan IV (2021-2025) is structured around the strategic areas of food and agriculture, trade facilitation, MSMEs, education, health and well-being as well as the enabling actions which are aimed at promoting sustainable development, sharing best practices in public policy, governance and regulatory development, improving data collection and analysis capabilities; and strengthening the role of social work to realise a people-oriented, people-centred and inclusive-ASEAN Community.

The IAI is in line with the spirit of the Singapore Cooperation Programme (SCP). Established in 1992, the SCP brings together various technical assistance programmes offered by Singapore. As a country whose only resource is its people, Singapore believes that human resource development is vital for economic and social progress. Singapore has also benefited from training provided by other countries and international organisations and has increased the range and number of training programmes under its SCP to meet the development needs of developing countries.

### Course Objectives

This course aims to introduce participants to the art of effective negotiations and enhance their English language and communication skills relevant for negotiations in an official setting.

### Synopsis

This course will cover topics that are focused on:

- Fundamentals of negotiations
  - Overview of the negotiation process;
  - Need for a systematic approach; and
  - Qualities of effective negotiators.
- Preparation processes for negotiations
  - Understanding positions and interests; and
  - Conditions of successful negotiations BATNA, ZOPA, and building of trust.
- Managing the negotiation process
  - English language and communication (verbal and non-verbal) skills relevant for negotiations, including appropriate and useful vocabulary;
  - Effective persuasion and art of influencing skills;
  - Body language (gestures and expressions);
  - Bargaining tactics, styles and strategies including on concessions to build consensus; and
  - Overcoming deadlocks and standstills.
- Common mistakes and challenges in negotiations
  - Handling of misrepresentation, lying, or "dirty tricks".

- Culture-sensitive and cross-cultural negotiations
  - Handling of ethical dilemmas and questions during negotiations.

### **Methodology**

The in-person course will include a variety of training methods comprising elements of synchronous and asynchronous e-learning sessions.

### **Duration**

The course will be held from **22 July to 02 August 2024**.

### **Regulations**

Participants are required to comply with the following:

- Strictly observe course schedules and not miss training sessions, and
- Carry out instructions and abide by conditions as may be stipulated by the nominating authority or government and the Government of Singapore and its appointed trainer, with respect to the course.

### **Participants' Profile**

Participants should be:

- Government officials with at least Intermediate level of English proficiency;
- Nominated by the government of Viet Nam; and
- In good health.

### **Venue**

The course will be conducted at the Vietnam-Singapore Cooperation Centre in Hanoi.

Address: Unit 401 - 403, Level 4  
Pacific Place  
83B Ly Thuong Kiet  
Hanoi  
Socialist Republic of Viet Nam

### **Class Size**

Minimum 20 participants  
Maximum 30 participants

### **Terms of Award**

The Government of Singapore will be responsible for the training fees for the conduct of the course by the trainer(s).

### **Application Procedure**

The National Coordinator will be responsible for obtaining the list of nominations before forwarding the list directly to the Singapore Embassy in Hanoi.

The nomination list, which should include the email addresses of the participants, should reach the Singapore Embassy in Hanoi not later than **Monday, 8 July 2024**.

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